

NETWORK MANAGER REPORT



MAY 2006

SUBMITTED BY Winn McInnis, General Manager

OVERVIEW

Operations

The month of May proved to be very busy and delivered the opportunity to finalize the newest version of alabama.gov. Alabama Interactive was given the opportunity to visit several agencies in response to service requests. The project queue remains full, continuing to reinforce AI's goal to reach 20 applications by the end of the year.

Highlights during the month were:

- alabama.gov version four was completed the end of May in time for a Best of the Web submission. Several exciting features were introduced with the most recent version that include the e11 page, portal headers (sliver headers), wireless services, mapping, a hurricane section, new webcams, and a highway and byways section where citizens can read about interesting Alabama facts. Version four received a fresh new look while integrating new tools that will help visitors find the information they desire quickly, easily, and efficiently.
- The Alabama Board of Nursing Initial exam application received strong adoption with the closing of this year's school season. The application processed over 1,380 registrations for the board.
- In preparation for the renewal season in the Fall several agencies have made requests for changes to their applications. To date, we have received recent update requests from several boards and agencies, to include, The Board of Chiropractic Examiners, the Home Builders Licensure Board, and the Board of Pharmacy.
- The proposal for the Inmate Canteen Account-Online Deposit Service was presented to the Alabama Department of Corrections in May. The proposal outlined a service that will allow families and friends of incarcerated individuals to make online payments to the bank accounts of inmates. Alabama Interactive is currently awaiting follow-up from the proposal.
- The Alabama State Board of Registration for Foresters is transitioning to a new director and has requested an online initial application service for their foresters. This application will compliment the already successful renewal application that will be going into its second year in July.
- Alabama Interactive is in the process of putting together nominations for several award programs to include the annual NASCIO awards, the Center for Digital Government Best of the Web awards and several other nationally recognized programs.
- An updated brochure is being generated with the completion of the new portal on the various tools and information that are available on version four of alabama.gov.

Marketing

Efforts are already underway to begin marketing the new iteration of alabama.gov. Several new online tools are available this year that will help the marketing team promote alabama.gov and all of the e-government services available to the State of Alabama and its citizens. Some of this year's tactics will include the new instructional brochure, as well as several awards nominations, press releases, sponsorships, giveaways, and appearing on additional license renewal reminders.

The marketing team is working to get ready for the fast approaching licensing season. We are working in conjunction with agencies on several newsletters and other media to help citizens better utilize the tools that are available to them online for licensing.

Customer Service

With tax season over, the customer service team has had a chance to shift their focus and recoup from a busy spring. The Tax estimation application remains popular and questions continue to trickle through as individuals continue to make payments, although at a reduced level compared to the tax season. Customer Service played an important role in deciding the type of information that should be displayed on alabama.gov to help best assist citizens in finding the information they are looking for fast and efficiently.

One of the customer service additions to the new portal is the introduction of wireless Live Help. This process is a text message based feature for the wireless site that allows users to send a message from their handheld device and the AI customer support staff can respond back.

Development

During the month of May the development team released a major application upgrade to both the Tax Estimation and Extension applications. This new upgrade incorporates additional fields required by the Department of Revenue on both the individual and bulk user's side in addition to allowing users to by-pass the payment section if they wish to send an EFT payment directly to the department.

The development team worked hard this month on a major revamp of the portal, incorporating a number of mini applications to complement the portal. The portal was designed to be more flexible and robust with numerous database tie-ins making the content dynamic, enriching the user's experience.

In May the AI Dev-Share team looked at enhancing the layout and design of the technical specifications documentation for each application. The Dev-Share team also discussed the need to standardize the layout and design of our applications and their structures to make it easier for fellow developers to modify and upgrade our code in the future.

PROJECT REPORT

COMPLETED!

Completed in 2002

Alabama Board of Nursing	<ul style="list-style-type: none">· Renewal of Registered Nursing License· Reactivation of a Nursing License· Reinstatement of a Nursing License
Alabama Department of Public Safety	<ul style="list-style-type: none">· Electronic Access to Motor Vehicle Records
Alabama Real Estate Commission	<ul style="list-style-type: none">· Renewal of Real Estate Licenses· Broker/Agent Certification
Alabama Secretary of State	<ul style="list-style-type: none">· Merchant Services

Completed in 2003

Alabama State Banking Dept.	<ul style="list-style-type: none">· Renewal of Small-Loan and MiniCode License· Renewal of Pawn Broker License· Renewal of Mortgage License
Alabama State Bar	<ul style="list-style-type: none">· Membership Renewal
Alabama Board of Chiropractic Examiners	<ul style="list-style-type: none">· Renewal of License· Licensee Verification
Alabama Department of Conservation and Natural Resources	<ul style="list-style-type: none">· Online Hunting and Fishing Licenses· Hunting and Fishing Licenses/Point-of-Sale· Probate Court Point of Sale Hunting and Fishing Licenses· Oak Mountain Bow Hunt Registration· Outdoor Alabama Subscription
Alabama Department of Finance, Office of the CIO	<ul style="list-style-type: none">· Alabama State Portal
Alabama Department of Insurance	<ul style="list-style-type: none">· Merchant Services· Merchant Services for Provider Renewals
Alabama Board of Nursing	<ul style="list-style-type: none">· License verification and disciplinary status-Subscriber· Name and Address Change· LPN Renewal
Alabama Real Estate Commission	<ul style="list-style-type: none">· Instructor License Renewal
Alabama Department of Revenue	<ul style="list-style-type: none">· Sales, Use and Lodging Tax Filings· Refund Status for Individual Income Tax
Alabama Secretary of State	<ul style="list-style-type: none">· UCC (Uniform Commercial Code) Filings

Completed in 2004

Alabama Board of Architects	- License Renewal
State Banking Department	- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	- Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama
Alabama Department of Environmental Management	- Waste Water Operator License Renewal
Department of Finance	- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

Completed in 2005

Alabama State Board of Chiropractic Examiners	-Initial Facility Permit -License Renewal Updates for 2005
Alabama Department of Environmental Management	-“Smoke School” Registration -Smoke School Fall Registration Updates

Alabama Department of Industrial Relations	-Workers Compensation CE Registration -Unemployment Quarterly Tax Updates
Alabama Department of Public Health	-Children's Health Insurance Program Payments -Provider Service Facility Renewal
Alabama Real Estate Commission	-Continuing Education Course Renewal -Change of Information
Alabama Department of Revenue	-Income Tax Extension Application -Trip and Fuel Permits
Alabama Board of Registration for Foresters	-License Renewal
Alabama Plumbers and Gas Fitters Board	-Merchant Services
Real Estate Appraisers Board	-License Renewal
Alabama Board of Public Accountancy	-License Renewal
Alabama Board of Nursing	-Military Nurse Renewals -LPN Renewals
Alabama Board of Pharmacy	-Institution (hospital) License Application
Alabama Board of Examiners in Speech-Language Pathology and Audiology	-License Renewal
Alabama Homebuilder Licensure Board	-Renewal of Inactive License
Alabama Board of Professional Engineers and Land Surveyors	-License Renewal
Alabama Public Service Commission	-Annual Registration Application (RS-1)
Alabama Department of Conservation and Natural Resources	-Marine Resources Point-of-Sale -Local Probate Update
Alabama State Banking Department	-Multiple License Renewal -Updates to Mortgage and D.P.
Alabama Board of Architects	-License Renewal

Completed for 2006

Agency	Application	Description	Status
Alabama Licensure Board for Interpreters and Transliterators	License Renewal	This service allows professionals to renew their licenses and permits online.	This application is complete and in production.
Alabama Department of Revenue	Tax Estimations	This service allows taxpayers to file their current year tax estimations.	This application is complete and in production.
Alabama Real Estate Commission	Simple Transfers	This service allows licensees to activate or deactivate their existing license with a real estate company.	This application is complete and in production.
Alabama Department of Mental Health and Mental Retardation	Case Manager Online Subscription Services	This interactive service allows case managers to complete training and certification via the web.	This application is complete and in production.
Alabama Board of Nursing	Pay Fee/Fine Application	This will be a service to allow Nurses to pay a fee/fine online	This application is complete and in production.
Alabama Department of Public Health	E.M.S. License Renewal	This service will allow E.M.S. professionals to renew their licenses online.	This application is complete and in production.
Alabama Home Builders Licensure Board	Expired individual license renewal	Allows individuals to renew expired licenses online.	This application is complete and in production.

Updates in 2006

Agency	Application	Description	Status
Alabama Department of Conservation and Natural Resources	Becoming an Outdoor Woman Updates for Spring 2006	Updates to last year's online application. Allows users to select courses and find out automatically which course they will be in.	This application is complete and in production.

Alabama Department of Industrial Relations	Workers Compensation Application Updates	This is an update to a pre-existing application for DIR	This application is complete and in production.
Alabama Real Estate Commission	Certification Updates	This is an update to a pre-existing application for AREC.	This application is complete and in production.
Alabama Board of Chiropractic Examiners	Intranet Utility	Allows the Board to generate reports for renewals of facilities	This application is complete and in production.
Department of Public Health	Provider Facility Renewal Update	Update will allow for late fees to be charged to facilities renewing late.	This application is complete and in production.
Alabama Department of Revenue	Tax Extension	Redesign allows for corporations to file extensions	This application is complete and in production.
Alabama Department of Revenue	Tax export script updates	Scripting update for exporting to Drake.	This application is complete and in production.
Alabama Department of Finance	alabama.gov V.4	2006 version of alabama.gov	This application is complete and in production.

IN TESTING.....

Agency	Application	Description	Status	Target Date
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	May 2005

Alabama Board of Social Work Examiners	Online License Renewal	This application will allow persons licensed by the Board to renew their license online.	This application is in agency testing.	March 2006
Alabama Department of Public Health	Home and Community Health Payments	This service will allow credit card payment of home health services.	This application is on hold by agency.	July 2005
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in testing.	September 2005
Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006
Department of Conservation and Natural Resources	Boat Registration	This service will allow citizens to register their boats online	This application is on hold by agency.	March 2006
Alabama Department of Insurance	Merchant Services, Fireworks permits	This will be a merchant service application to accept echeck payments.	This application is in agency testing.	April 2006
Alabama Heating and Air Conditioning Contractors Board	License Renewal	This service will allow heating and air conditioning contractors to renew their license online.	This application is in agency testing.	May 2006
Alabama Department of Revenue	Excise tax extension	This service will allow for online excise tax extensions.	This application is in testing.	April 2006
Alabama Department of Revenue	Consolidated Financial Return	Online Consolidated financial return	This application is in testing.	April 2006

Alabama Department of Revenue	Certificates of Good Standing	This application will allow for online access to certificates of good standing.	This application is in agency testing.	May 2006
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is in agency testing.	April 2006
Department of Education	Certification Payments	This will be an online payment service for fingerprinting and certification requests.	This application is in internal testing.	June 2006

IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for examinations.	This application is on hold.	August 2006
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow for the download of a file of mailing address labels for licensees.	This application is on hold.	December 2005
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in development.	May 2006
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	December 2005

Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application is on hold until for database design. The next renewal period begins January 2007.	January 2007
Farmers Market Authority	Shopping Cart	This will be a shopping cart Application.	This application is in the pre-project planning phase.	April 2006
Home Medical Equipment Board	License Renewal	This will be an online license renewal application for sellers of home medical equipment.	This application is in the development phase.	September 2006
Alabama Board of Physical Therapy	License Renewals	This will be an online license renewal application for physical therapists	This application is in the pre-project planning phase.	July 2006
Alabama State Board of Public Accountancy	Firm Renewals	This will be an online renewal application for accounting firms	This application is in the pre-project planning phase.	July 2006
Marriage and Family Therapy Board	License Renewal	This will be an online license renewal application for therapists.	This application is in the development phase.	May 2006
Alabama Department of Mental Health and Mental Retardation	Phase 2 Case manager training (agency)	This phase will allow agencies to get access to the case manager training information	This application is in the pre-project planning phase.	July 2006
Alabama Board of Pharmacy	Application Updates for 2006	These updates have been requested due to Board changes for 2006	This application is in the pre-project planning phase	September 2006

Alabama State Board of Chiropractic Examiners	Application Updates for 2006	These updates will allow payments via AMEX and eCheck	This application is in the pre-project planning phase	August 2006
Alabama Real Estate Commission	Application Updates for 2006	These updates have been requested to reflect 2006 changes	This application is in the pre-project planning phase.	July 2006

SERVICE REQUESTS

Service Request #98

Alabama Board of Registration for Foresters – Initial Applications

Alabama Interactive requests and recommends that this service for the Alabama Board of Registration for Foresters is added to the network as a charge service. The payment service application will be developed at no cost to the Alabama Board of Registration for Foresters.

Service Request #99

Alabama State Board of Chiropractic Examiners- Facility Renewal Application

Alabama Interactive requests and recommends that this service for the Alabama State Board of Chiropractic Examiners is added to the network as a charge service. The online store application will be developed at no cost to ASBCE.

Service Request #100

Alabama Agriculture and Industries- Pesticide Education Tracking

Alabama Interactive requests and recommends that this service for Alabama Agriculture and Industries is added to the network as a charge service. The online store application will be developed at no cost to AGI.

Service Request #101

Alabama Board of Pharmacy- License Verification Application

Alabama Interactive requests and recommends that this service for the Alabama Board of Pharmacy is added to the network as a charge service. The online store application will be developed at no cost to the Board of Pharmacy.

Service Request #102

Alabama Department of Revenue Motor Vehicles Division- Merchant Services

Alabama Interactive requests and recommends that this service for the Alabama Department of Revenue Motor Vehicles Division is added to the network as a charge service. The online store application will be developed at no cost to ADOR.

MONTH IN REVIEW

Total May AI Network Transactions:	184,866
Average Successful Request per Day:	5,963
Total May alabama.gov Visitors:	221,222
Total May alabama.gov Page Views:	1,505,821
Total May alabama.gov Chats or Offline Messages from Live Help:	855

OPERATIONS & ADMINISTRATION

Alabama Interactive is currently in the process of seeking candidates for an additional customer service position and two additional developer positions.

OTHER BUSINESS/IN CLOSING

In closing, May provided the opportunity to ensure the successful launch of the fourth version of alabama.gov. Several updates to existing applications as well as several new applications are under development. We are also anxiously awaiting feedback for several proposal presentations and looking forward to the new applications around the corner.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

I can be reached at 334-261-1988, or email at wmcinnis@alabamainteractive.org

Respectfully Submitted,

Winn McInnis